

PERIODIC DISCLOSURES

FORM NL-41 GRIEVANCE DISPOSAL

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Registration No. 115 dated August 03, 2001
(CIN) U67200MH2000PLC129408

S.No	Particulars	Opening Balance as on beginning of Q2 2016-17	Additions during Q2 2016-17	Complaints resolved / settled during the year			Complaints pending at the end of Q2 2016-17	Total complaints registered upto Q2 2016-17
				Fully accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal related	-	-	-	-	-	0	-
b)	Claim	42	370	383	-	1	28	618
c)	Policy related	51	6	5	-	-	52	429
d)	Premium	-	38	32	-	-	6	45
e)	Refund	1	10	9	-	-	2	21
f)	Coverage	4	-	-	-	0	4	60
g)	Cover note related	-	224	189	-	28	7	224
h)	Product	-	-	-	-	-	-	-
i)	Others	19	212	211	-	1	19	413
	Total number of complaints	117	860	829	-	30	118	1,810

2	Total no. of policies during previous year: FY 2015-16	1,58,00,144
3	Total no. of claims intimated during previous year: FY 2015-16	16,14,587
4	Total no. of policies upto H1 2016-17:	79,09,401
5	Total no. of claims intimated upto H1 2016-17:	11,01,237
6	Total no. of Policy Complaints (upto H1 2016-17) per 10,000 policies (upto H1 2016-17):	1.50
7	Total No . of Claim Complaints (upto H1 2016-17) per 10,000 claims registered (upto H1 2016-17):	5.61

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	84		84
(b)	7 - 15 days	34		34
(c)	15-30 days	-		-
(d)	30-90 days	-		-
(e)	90 days & Beyond	-		-
	Total No. of complaints	118	-	118